

TAEP ONLINE

- ❖ TAEP Online is an account management system that allows TAEP participants to view information about their account.
- ❖ Participants can view their history, make contact updates, and see current status of application and reimbursements.
- ❖ In order to access your TAEP Online account, you will need a current email address, your TAEP Producer Number (TPN), and your TAEP ID Number. Email taep.online@tn.gov for assistance if you do not have these numbers.

ACCESSING YOUR TAEP ONLINE ACCOUNT – INITIAL ACCESS

- Go to www.tn.gov/taep and click on the **TAEP Online** link
- Click on the “Initial Account Access” link on the Log In page
- Enter your first and last name in the provided fields
- Enter your current email address
- Enter your TAEP Producer Number (TPN)
- Enter your TAEP ID number
- Choose one of the security questions listed in the drop down box
 - Tip - it is a good idea to keep a record of your security question.*
- List the answer to your security question
 - Tip - it is a good idea to keep a record of your answer.*
- After you have entered the requested information, hit the “Submit” button to request an account password
- You will be emailed a password that will allow you to return to the log in menu to sign-in to TAEP Online
 - Tip – Check your spam/junk mail folder if you do not receive your password email in a timely manner.*
- After you have received your password, return to TAEP Online and log in using your TAEP Producer Number (TPN) and password
- After you log in, use the buttons at the top of the page to navigate through the system.

ALREADY HAVE A TAEP ONLINE ACCOUNT?

Password Tips

- If you have not requested a change to your password, it will be the same as the original password emailed to you.
- Remember that your password features a combination of numbers, letters, and symbols.
 - An explanation mark (!) can look like a number one (1) or the lowercase letter L (l). Passwords do not contain spaces.*
- If you did not save your email with your password, please go to www.tn.gov/taep, select **TAEP Online**, then choose

Forgot Your Password? (Look on the right hand side of screen at the bottom.)

- ✓ You will need to know your TAEP Producer Number (TPN) #, Security Question, and Security Answer.
- ✓ Once you have completed these fields select continue.
- ✓ A new email will be sent to you containing your password.
- ✓ Check your spam/junk mail folder if you do not receive this email in a timely manner.

Reset Account

If you are unable to complete the Forgot Your Password option, you can request to have your account **reset**.

- ✓ Email taep.online@tn.gov and request to have your account reset.
- ✓ You will receive an email notification when account has been reset.
- ✓ Using the instructions listed above return to TAEP Online initial access page and create a new account.